

TAC MEETING MINUTES

TECHNICAL ADVISORY COUNCIL A Subcommittee of the Commission on Technology

Monday, March 6, 2017
10:00 AM - 12:15 PM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

Conference Room 230

MEMBERS PRESENT

Mohyeddin Abdulaziz (*Nate Marler**, proxy)
Jackie Barrett*
Laura Bergan*
Ron Bitterli
Jay Dennis*
Nick Felber
Jennifer Gilbertson*
Karl Heckart, *Chair*
RJ Hurley*
Randy Kennedy
Kyle Rimel
Jared Nishimoto*

GUESTS

Brad Bundy, *Glendale Muni Court*
Ben Dugdale, *Apache County IT*
Justin Mayse, *Maricopa Superior Court*
Ken Dewitt, *Navajo County IT*
Alex Rodriguezcrespo, *Glendale Muni Court*

MEMBERS ABSENT

Van Le
Jayne Pendergast
Carlos Solano

AOC STAFF

Richard Blair, *ITD*
Stewart Bruner, *ITD*
Rod Franklin, *ITD*
Kat Nguyen, *ITD*
Lou Ponesse, *ITD*

* indicates appeared via telephone

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WELCOME, INTRODUCTIONS, AND OPENING REMARKS

Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order at 10:05 a.m. He welcomed members and then conducted a roll call of those present in the room and on the phone. After confirming that a quorum existed, he requested discussion or a motion regarding the minutes of the December 9th, 2016 TAC meeting.

MOTION

A motion was made and seconded to accept the minutes of the December 9, 2016 TAC meeting as written. The motion passed unanimously.

UPDATE

INFRASTRUCTURE UPDATE

Lou Ponesse
Richard Blair

AOC's Manager of Infrastructure Operations, Richard Blair, reported on the progress of moving the statewide e-mail system to Exchange in the cloud and shared a draft schedule for completing the statewide rollout. Lou Ponesse, AOC Support Services Manager, characterized the most prevalent types of calls following migrations thus far and Richard added a couple of items affecting shared folders and distribution lists that will remain until all migration activities conclude. Discussion focused on local impacts of synchronization and caching with e-mail. In answer to a question, Richard shared that legal holds will be enforced at the AOC while all other retention is a user option in Outlook 2016. Laura Bergan requested a call with Richard to receive lessons learned from the migrations performed to date.

Richard reminded members of the rationale for switching from McAfee to Sophos with InterceptX to protect from ransomware. He also showed a draft schedule for implementing the Sophos endpoint client on desktops and laptops county by county. Work will then switch to installing the client on servers. Kyle Rimel volunteered to be a pilot user for the new solutions for stopping ransomware and drive-by malware. Target date for completion of the removal of McAfee is June 30, 2017.

Lou Ponesse shared several features associated with the Office 16 upgrade that will follow the Exchange migration. In response to a question, Lou indicated that no firm schedule exists yet, but that upgrade activities will be following quickly after each Exchange migration rather than waiting for the conclusion of all migrations to start. Karl also stated his hope that the upgraded Exchange will solve the current gap to the security standard requiring encryption of any personal information being sent beyond the courts' network and indicated the importance of notifying justice partners about the coming process changes encryption will bring.

UPDATE

SECURITY GAP ANALYSIS AND AUDIT REPORTS

Karl Heckart
Richard Blair

Richard brought members up to date on the timeline for delivering security audit scan results and receiving reports of remediation efforts for AJIN-connected courts. He also reminded non-ACAP courts of their twice-per-year obligation under Security Standard 4.14 and the need to submit an audit scan to AOC by March 31. Vulnerabilities must be submitted for all city departments whenever the court resides directly on the city network -- city CIOs were advised about that requirement in phone conversations last year. The audit reports are inputs for the CyberSecurity

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Subcommittee's status report at the COT annual meeting June 1. A member requested a standard template for non-ACAP courts' use in reporting local results to AOC.

Richard mentioned that he is receiving pushback about securing network-attached printers because they are "just printers" then showed a short Hewlett-Packard video that emphasized the impact of unsecured printers on an enterprise. Lou outlined steps being taken by the AOC to secure ACAP printers in the counties.

REVIEW/ DISCUSS

COT STRATEGIC PROJECTS REVIEW

Karl Heckart

Karl provided members with very brief status updates on various high priority projects AOC is currently involved with, including:

- The need to work through terms and conditions for an automated notification system and actions being taken to break the logjam. With pricing about 1 cent per message to start, Karl predicted the overall cost is low enough that AOC will likely foot the initial bill as part of the Justice for All initiative. The target CMS is AJACS, but APIs will be made available for other applications. AZTEC courts may be able to connect to a different automated notification system from a vendor currently being tested.
- 2FID equipment funded under a grant from ACJC must be installed before July when the grant ends. Courts are now struggling through the business process changes brought by the equipment. The second phase of the project involves integration with DPS's Morpho fingerprint database and integration with major court case management systems (CMSs) down the road.
- Continued development of the final general jurisdiction (GJ) release to support e-filing before extensive testing begins on AJACS 6.X to get all courts on the same codebase.
- Limited jurisdiction (LJ) AJACS CMS 4-year rollout progress up to Maricopa County courts and the reduction from quarterly releases to bi-annual releases over time.
- eDocument enhancements now that judges are receiving digital documents in Yavapai, in advance of mandatory civil e-filing beginning April 3. eBench is now functioning in Mohave with backscanning completed in Santa Cruz and Cochise Superior Courts in preparation for implementations there.
- JOLTSaz nearing the end of the development pause for enhancements requested by counties already on the shared system then resumption of the statewide rollout schedule to finish in November.
- Online Citation Payment (pre- and post-adjudication with Xerox) now being implemented with each newly converted court while Court Services personnel circle back to make it available to previously converted courts. After Karl mentioned the fine reduction pilot underway in Yuma, Nick Felber shared the results he's been seeing so far from automated contacts. A successful pilot will lead to further spread of the program across the state.
- Pushback regarding online disposition reporting to DPS by courts as the existing paper channel switches to exception processing only. Local courts must make the change to digital and stop clinging to paper processes.
- Continued ERR&D activities and the need for AZTEC/former AZTEC courts to identify any cases that must remain available on reports circulated by AOC Court Services.

AJACS' March enhancement will institute a rolling 30-day queue for clerks to use in marking cases that must be prevented from automated deletion. The first cycle will be difficult but activities will smooth out after that.

- Evaluation of an eWarrant solution from Florida as pressure is applied on courts to produce civil warrants for Dept. of Child Safety related to severance activities. The project has high priority as a result of a federal appellate court ruling.
- Activities of a new multi-disciplined committee discussing digital evidence used by courts. Karl presented an overview of how cloud technologies could be harnessed for collaboration around evidence and they invited him to return to answer questions.
- Interest in IBM's Watson AI platform to solve court problems related to length of juvenile severance proceedings and determining conditions of release in initial appearance proceedings. The technology will undoubtedly drive various policy discussions.

UPDATE

STATEWIDE ONBASE ADMINISTRATORS' UPDATE

Jethro Sheridan

Staff member Stewart Bruner, substituting for Jethro Sheridan, AOC's OnBase Administrator, updated members on testing of the custom release of OnBase 16 being used to hold to the previously stated upgrade timetable for OnBase 17. Unfortunately, the document type mismatch defect is only addressed by sending systems having the matching version to the central document repository (CDR). Resolution requires simultaneous upgrade of all sending OnBase systems in the state at the same time as CDR or running database scripts to change the numbers in the specific sending systems (Cochise, Coconino, La Paz, Pinal) that have mismatches with CDR. The script work needs to complete before adoption of any eCourt products from the AOC in those counties. Implementation of the newer OnBase version would also freeze the number of missing documents due to locking, though work would still be needed to identify and transfer the missing historical documents from before the upgrade. RJ Hurley stated that two very large tables would be affected by the scripts and that extensive testing would be required first.

Stewart relayed a conversation with Hyland regarding change of system passwords to comply with Security Standard 2.6. DataBank will assist with obtaining the free password change utility. Any interested administrator is welcome to reach out to Jethro for advice in complying with the password change requirement or for help ensuring that local documents are sufficiently secured from inappropriate access. Members discussed delayed FIPS compliance for OnBase by Hyland and what impact it might have on courts participating in criminal justice integration.

Stewart shared results from the 1-507 certification survey taken after the Arizona Judicial Council's decision to retain the certification requirements, as discussed in the December meeting. Based on lack of interest in responses received, AOC will not be bringing a bootcamp to Phoenix to be used for certifying technical resources in the rural counties. Stewart also provided metrics on the frequency and length of failures in document transfers from the local OnBase systems to the CDR gathered over the past 3 months. Karl emphasized that both eBench and eFiling depend on reliable daily transfers of new and changed documents. Customers will only expect more frequent reliable transfers as e-filing spreads across the state, so causes for failed transfers need to be discovered and address much more rapidly.

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DISCUSSION ITEMS OF LOCAL INTEREST FROM eCOURTS

Roundtable

Karl asked members what they had seen at the National Center's eCourts conference in December that piqued their interest or that of their court leadership. The following items were mentioned:

- Kyle mentioned FTR software's renewed commitment to maintaining its releases more current with Microsoft's operating system releases.
- Kyle also mentioned a multitude of kiosk vendors and interest in using kiosk to manage all aspects of the juror experience.
- Jared Nishimoto mentioned a proliferation of collections vendors at the conference – maybe 50 percent of all vendors represented were related to collections somehow. Karl mentioned that post-Ferguson, courts are being pressured to reduce the snowballing of fines and fees.

CALL TO THE PUBLIC

Karl Heckart

Kyle mentioned a proposal his court received to upgrade the jury management product apart from any knowledge of the AOC. Jared requested a list of updates that will be made to ACAP computers in the counties prior to updates being made to help with local troubleshooting. Hearing no further comments from members or the public, Karl entertained a motion to adjourn the meeting at 12:05 p.m.

Upcoming Meetings:

May 5, 2017

AOC – Conference Room 230

June 1, 2017

AOC – Conference Room 119 (COT)

August 4, 2017

AOC – Conference Room 230

MEETING ADJOURNED

12:05 p.m.